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IDAHO PUBLIC
UTILITIES COMMISSION

March 4, 2016

Idaho Public Utilities Commission
472 W. Washington
Boise, Idaho 83720-0074
Attn: Ms. Jean Jewell, Commission Secretary

AVU-E-16-02

RE: Avista Utilities / Via USPS Priority Mail

Dear Ms. Jewell,

Thank you for giving us the opportunity to respond to the documentation provided by Avista Utilities. First, I would like to mention that Avista sent their response only to the Idaho Public Utilities Commission and did not send a copy to our office; thereby not giving us the opportunity to respond. It was only after we contacted your office (after their deadline), that we learned of their response. Had we not done so, we would have been denied the opportunity to respond in this matter.

Your letter to Avista requested that they provide any evidence of our claims (i.e. see screen shots) from 2008 (1.a) and 2015 (1.b). Avista did provide some screen shots from 2015; however, they failed to provide any documentation/file notations from 2008. In their statement noted below:

"The Company does not have evidence of contact by the Complainant to the Company, including screen shots or notations, from June through September 2008"

I think the above statement is somewhat misleading. Let me clarify... in the process of trying to obtain information from Avista regarding the billing statements, communications, etc. going back to 2008, we encountered some difficulty and we were advised that Avista had converted to a new computer system whereby their communication records going back to 2008 were no longer available. In the above statement, they are clear that they do not have evidence of our claims; however, they failed to be forthright (if our information regarding the updated computer system is correct) in clarifying that they do not have records due to the fact that their communication logs do not actually go back to 2008.

As stated in our original letter of complaint, with respect to the 2015 service calls, Avista came out twice. The first time, the technician simply looked at the meters and made the assessment that everything was in working order. We AGAIN contacted Avista and asked that they look at this situation further as there was obviously an issue. They scheduled a time to come out before business hours and inspect both office suites in October 2015. It was discovered that the two (2) meters were incorrectly registered at Avista whereby our usage was being billed to North Idaho Home Health and their usage was being billed to us.

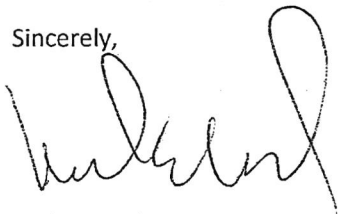
We felt that Avista would do the right thing and make full restitution to our office which is why we did not hire an attorney, nor did we go public to the local media outlets. We had hoped that by going through this process, that they would remedy the situation. I think it is an easy route for them to hold to the 36 month period when it is clearly financially advantageous to them.

This has been an extremely frustrating process and quite frankly, I am surprised that Avista would not want to correct a situation for one of their customers. We, in good faith, were paying another company's electric bills and there is no disputing of this fact. We did not create this issue, we did question the billing back in 2008 and had the space next door not become vacant, we would likely never had known that the meters were incorrectly registered.

As stated in our original complaint, in this particular situation, there are exigent circumstances and we feel Avista should "in good faith" refund to us the full amounts we overpaid.

I appreciate your time and consideration in this matter and should you have any questions or need any additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mel Wach', with a large, stylized loop at the end.

Mel E. Wach
Owner